

Job Description
Missouri State Highway Patrol

Class Title: Clerical Services Supervisor - CVE

Title Code: V00594

Effective Date: 12/13/04

Date Reviewed:

Date Revised:

Immediate Supervisor: Assistant Director, CVE

Position Supervised: Quality Control Clerks

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

An employee in this position is responsible for scheduling, directing and supervising the work of quality control clerks assigned to the division and managing the overall operation of SAFETYNET, quality control operations, ASPEN inspection system, etc. The employee provides support services for field personnel regarding rules and regulations relating to various federal database reporting systems (ASPEN, BLIZZARD, SAFETYNET, etc.). The employee also provides assistance to various agencies and the general public regarding the Motor Carrier Safety Assistance Program (MCSAP). Independent judgment and discretion is used in the performance of job duties; however, general supervision is provided by the immediate supervisor in order to ensure conformance with established rules, policies and procedures.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Supervises and coordinates the work of quality control clerks in the operation of SAFETYNET activities to ensure a smooth flow of work in meeting deadlines; reviews work for accuracy and timeliness; approves/disapproves leave, orientates new personnel, conducts yearly performance evaluations, etc; assists in developing standards for quality work of subordinate personnel as appropriate.

Facilitates the access and exchange of data between various database systems; uploads inspection reports and accident data; provides quality control inspections on the databases in compliance with Federal Highway Administration and department regulations to ensure the upload of accurate and useful data; identifies errors and makes corrections as necessary.

Oversees the operation of the New Motor Carrier Management Information System website and provides training to individuals regarding such website; manages the Federal Motor Carrier Safety Administration DataQs system.

Maintains close working relationship between the Patrol's Information Systems Division staff, CVE Management and field personnel on the development of automated record keeping of weigh station and portable scale unit activities to consolidate existing reports and computer files (e.g., weigh station summaries, officer dailies, inspection reports, etc.).

Provides information as requested regarding MCSAP to all personnel and/or administrators responsible for interstate and intrastate commercial motor carrier operations; distributes required Federal quarterly reports for all MCSAP agencies containing reviews, special initiatives, covert activities, etc.

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Reviews and enters driver/vehicle examination reports and Missouri Uniform Accident reports into the database systems; proofs databases for accuracy and corrects identified errors.

Prepares and mails delinquent driver/vehicle letter to noncompliant commercial motor carriers; responds to questions regarding inspections and/or violations reports.

Maintains a close working relationship with national and international motor carrier industries regarding updates and/or refreshed information pertaining to Federal Highway Administration rules and regulations pertaining to commercial vehicle inspections and federal reportable motor carrier traffic crashes.

Maintains a variety of clerical logs; records and files production accuracy records; compiles periodic reports and activity reports by troop and other MCSAP agencies.

Answers telephone and provides information reference SAFETYNET, ASPEN, BLIZZARD, and other federal databases when requested.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge and application of Missouri statutes and departmental regulations, policies, and procedures governing criminal record dissemination.

Thorough knowledge of the basic principles and practices of supervision.

Thorough knowledge of Commercial Vehicle Enforcement policies and procedures.

Thorough knowledge of MULES computer files.

Thorough knowledge of the use and application of computer systems as related to database operations.

Thorough knowledge of modern office procedures, methods, and equipment, particularly as they apply to computer data entry operations.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to make decisions in accordance with applicable laws, policies, procedures, etc.

Ability to maintain a professional working relationship with various municipal, private, state, and federal agencies regarding coordination of the operation of the commercial vehicle inspection and accident programs.

Ability to perform quality control checks on various databases, forms, reports, etc., and take corrective action when necessary.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to work independently and exercise initiative.

Ability to establish and maintain harmonious working relationships with others.

Ability to plan, assign and evaluate the work of others.

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Ability to adhere to Missouri State Highway Patrol confidentiality policy.

Ability to prioritize and organize codes to conform information to appropriate formats.

Ability to establish and maintain harmonious working relations with others.

Ability to operate basic office machines to include the operation of a personal computer.

Ability to type 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

Possess at least five years of clerical experience with the Highway Patrol.